

CITY OF BALTIMORE --- CAPITAL IMPROVEMENT PROGRAM

CAPITAL BUDGET

IN THOUSANDS OF DOLLARS

BOARD OF ESTIMATES RECOMMENDATIONS

127-204	311 - ONE CALL CENTER	LOCATION - Citywide
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A single call intake center to include hardware, software, and relevant services is to be enhanced. This systems is to allow for a more responsive work force in addressing citizen concerns and is to serve as the City`s first Customer Resource Management System. Costs for this project are to be transferred to the City`s operating budget.

FUND SOURCE #	SOURCE OF FUNDS	TO DATE	REQUEST	PLANNING	FINANCE	BD OF EST	TOTAL
200	General Funds	1,000	715	ZERO			1,000
401	Waste Water Utility Funds	175	110	ZERO			175
402	Water Utility Funds	175	110	ZERO			175
800	City Motor Vehicle Revenue Funds	150	165	ZERO			150
TOTAL		1,500	1,100				1,500